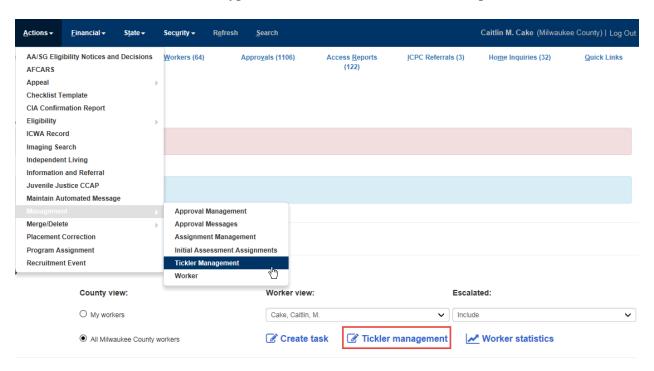# Tickler Management for Supervisors

Background

The Tickler Management page allows supervisors to reassign or delete ticklers for cases/providers assigned to their workers. The Tickler Management page displays defaulting to the Tickler Reassignment view. To reassign a tickler, the Supervisor must select a worker from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. All ticklers for the specific case/provider available for reassignment display.

To delete a tickler, the Supervisor must select the Tickler Deletion radio button to access the Tickler Deletion view. When using the Tickler Deletion view, the Supervisor must select the worker from the Worker drop-down field. All ticklers for the specific case/provider available for deletion display.
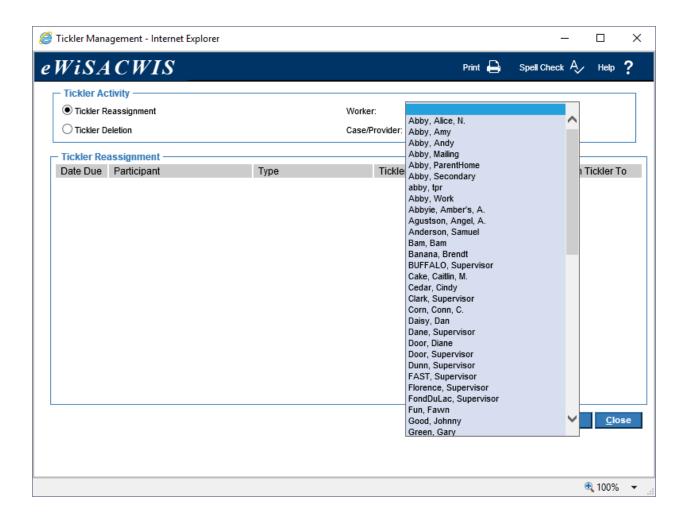
To access the Tickler Management page, select Actions > Management> Tickler Management or click the ✐ Tickler management hyperlink on the Home tab of the desktop.
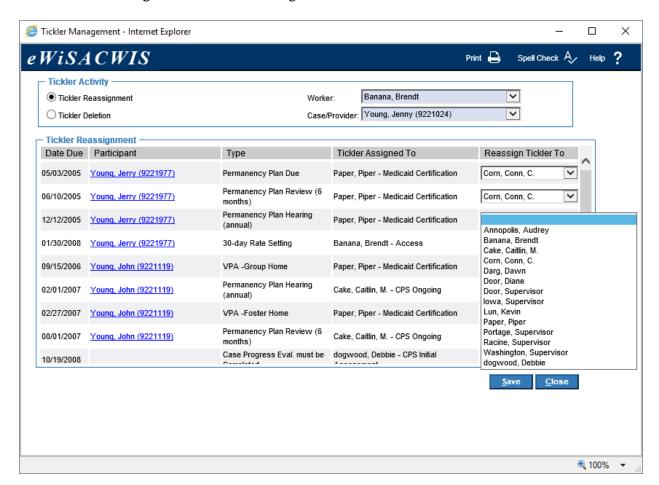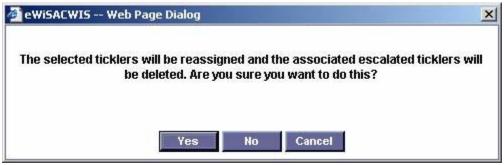
Tickler Reassignment

1. The Tickler Management page defaults to the Tickler Reassignment view (if you wish to delete a tickler change your selection to "Tickler Deletion" and skip to the ***Tickler Deletion*** section of this guide). To continue with Tickler reassignment, select the worker from the Worker drop-down field.

2. Select the Case/Provider in the Tickler Activity group box. Once the Case/Provider is selected, the ticklers will populate in the Tickler Reassignment group box for that worker. The Tickler Reassignment group box will display the date the tickler is due, the case name and case number, the type of tickler, who the tickler is currently assigned to. The 'Reassign Tickler To' will only display workers that are currently assigned to the case. Proceed through the list, selecting who should be reassigned to which ticklers. Click Save when finished.

3. The following message will appear. Select yes if you wish to continue with the reassignment of the ticklers you have modified.

4. Notice, the first three ticklers have now been reassigned to Conn Corn from Piper Paper.

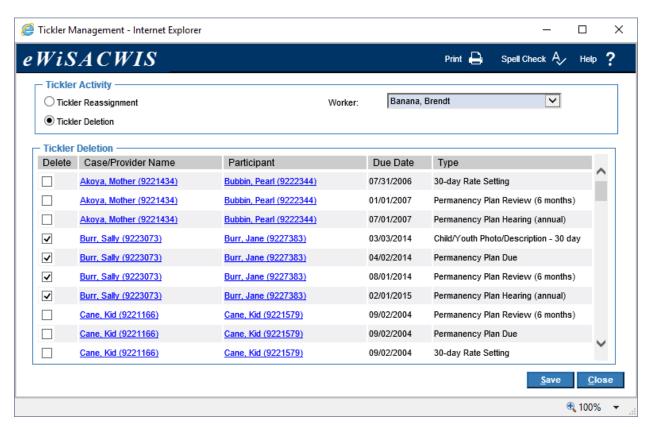| Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
05/03/2005	Young, Jerry (9221977)	Permanency Plan Due	Corn, Conn, C. - CPS Ongoing	
06/10/2005	Young, Jerry (9221977)	Permanency Plan Review (6 months)	Corn, Conn, C. - CPS Ongoing	
12/12/2005	Young, Jerry (9221977)	Permanency Plan Hearing (annual)	Corn, Conn, C. - CPS Ongoing	
01/30/2008	Young, Jerry (9221977)	30-day Rate Setting	Banana, Brendt - Access	
09/15/2006	Young, John (9221119)	VPA -Group Home	Paper, Piper - Medicaid Certification	
02/01/2007	Young, John (9221119)	Permanency Plan Hearing (annual)	Cake, Caitlin, M. - CPS Ongoing	
02/27/2007	Young, John (9221119)	VPA -Foster Home	Paper, Piper - Medicaid Certification	
08/01/2007	Young, John (9221119)	Permanency Plan Review (6 months)	Cake, Caitlin, M. - CPS Ongoing	
10/19/2008		Case Progress Eval. must be Completed	dogwood, Debbie - CPS Initial Assessment	

Tickler Deletion

Once the Tickler Deletion radio button has been selected from the Tickler Activity group box, the page will change to Tickler Deletion mode.
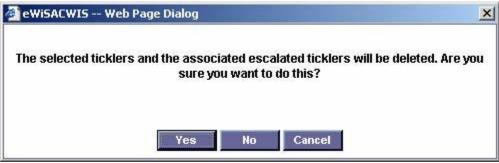
1. Select the worker from the Worker drop-down field in the Tickler Activity group box. This will automatically populate the Tickler Deletion group box with all ticklers associated with the selected worker.

   Note: AFCARS Ticklers cannot be deleted from Tickler Management.

2. In the Tickler Deletion group box, select the ticklers by checking the box for the tickler to be deleted. Next to the corresponding check box is the Case/Provider Name, Participant, Due Date of the tickler and tickler Type. Click Save if you are ready to finalize this process.

3. The following message will appear after Save is selected. Click the Yes button if you are ready to delete the ticklers you had previously selected.

4. The selected ticklers for Sally Burr have been deleted. Select Close to return to the desktop.

Delete	Case/Provider Name	Participant	Due Date	Type
☐	Akoya, Mother (9221434)	Bubbin, Pearl (9222344)	07/31/2006	30-day Rate Setting
☐	Akoya, Mother (9221434)	Bubbin, Pearl (9222344)	01/01/2007	Permanency Plan Review (6 months)
☐	Akoya, Mother (9221434)	Bubbin, Pearl (9222344)	07/01/2007	Permanency Plan Hearing (annual)
☐	Cane, Kid (9221166)	Cane, Kid (9221579)	09/02/2004	Permanency Plan Review (6 months)
☐	Cane, Kid (9221166)	Cane, Kid (9221579)	09/02/2004	Permanency Plan Due
☐	Cane, Kid (9221166)	Cane, Kid (9221579)	09/02/2004	30-day Rate Setting
☐	Cane, Kid (9221166)	Cane, Kid (9221579)	12/31/2004	Permanency Plan Hearing (annual)
☐	Elias, Tony (9222649)	Elias, Tony (9225583)	08/06/2009	Adoption Case Plan for TPR
☐	Elias, Tony (9222649)	Elias, Tony (9225583)	09/03/2009	Permanency Plan Due
☐	Elias, Tony (9222649)	Elias, Tony (9225583)	01/05/2010	Permanency Plan Review (6 months)